



Substitute Form PTO-1449 (Modified) Information Disclosure Statement by Applicant (Use several sheets if necessary) (37 CFR §1.98(b))	U.S. Department of Commerce Patent and Trademark Office	Attorney's Docket No. 06975-130001	Application No. 09/848,231
	Applicant Barry Appelman		
	Filing Date May 4, 2001	Group Art Unit 2174	

U.S. Patent Documents							
Examiner Initial	Desig. ID	Document Number	Publication Date	Patentee	Class	Subclass	Filing Date If Appropriate
	AA	2001/005861	06/28/2001	Mousseau et al.			
	AB	6,731,308	05/2004	Tang et al.			
	AC	6,065,047	01/2003	Carpenter et al.			
	AD	2003/0004872	01/2003	Gardi et al.			
	AE	2002/0133369	09/2002	Johnson			
	AF	5,276,905	01/1994	Hurst et al.			
	AG	2002/0184089	12/2002	Tsou et al.			
	AH	2003/0037112	02/2003	Fitzpatrick			
	AI	6,788,769	09/2004	Waites, Nigel			
	AJ	6,912,563	06/2005	Parker et al.			

Foreign Patent Documents or Published Foreign Patent Applications								
Examiner Initial	Desig. ID	Document Number	Publication Date	Country or Patent Office	Class	Subclass	Translation	
							Yes	No
	AK	2357932A	07/04/2001	Great Britain				
	AL	01/06748A	01/25/2001	WIPO				
	AM	02/03216A	01/10/2002	WIPO				

Other Documents (include Author, Title, Date, and Place of Publication)		
Examiner Initial	Desig. ID	Document
	AN	"Introducing the Gordano Messaging Suite"; http://www.gordano.com ; Copyright 1994-2003 Gordano
	AO	European Search Report mailed August 30, 2005 for European Application No. 03731244
	AP	Mckendrick, Joseph; "Internet Call Centers: New Era in Customer Service"; 02/2002; V10, n2, pp22(4)
	AQ	

Examiner Signature /Peng Ke/	Date Considered 07/21/2009
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